TABLE NO. [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO. [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ]

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

TIS 3251– INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All Sections / Groups)

23 OCTOBER 2017
9.00 a.m. – 11.00 a.m.
(2 Hours)

Question	Marks
Total (50%)	

INSTRUCTION TO STUDENT

1. This Question paper consists of **NINE** pages with **SIX** questions only.
2. Answer any **FIVE** out of the **SIX** questions.
3. If you answer all questions, **ONLY** the FIRST five questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **50 marks**.
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

Question No. 1

a. Discuss how information systems are linked to the business objectives of an organization.

(4 marks)

b. Give three examples of how Transaction Processing Systems (TPS) can be used to gain competitive advantage.

(3 marks)

Continued.....

c. Compare and contrast the use of a written narrative to the use of a data flow diagram to explain how a system or procedure work.

(3 marks)

Question No. 2

a. What is the difference between a satisficing model and an optimization model? Describe a situation when they should be used.

(3 marks)

Continued.....

b. Imagine that you are the Vice President of manufacturing for a *Fortune* 1000 manufacturing company. Describe three features and capabilities of your ideal Executive Support Systems (ESS).

(3 marks)

c. What are vision system and natural language processing? Discuss an application for each of them.

(4 marks)

Continued.....

Question No. 3

a. Discuss why organizations want to implement Enterprise Resource Planning Systems (ERP)?

(4 marks)

b. What is groupware? What are the features likely to be included in a groupware product?

(3 marks)

Continued.....

c. How does the Joint Application Development (JAD) technique support the Rapid Application Development (RAD) in systems development?

(3 marks)

Question No. 4

a. Explain three tools or techniques for software development.

(3 marks)

Continued.....

b. Explain three reasons for program maintenance.

(3 marks)

c. It has been said that "a system without good documentation is worthless." Provide support for this statement. Then comment on how today's advanced tools might alleviate the documentation burden.

(4 marks)

Continued.....

Question No. 5

a. Explain three trade-offs involving software applications in a make-or-buy decision.

(3 marks)

b. What is a Request for Proposal (RFP), and what critical tasks does it facilitate in the purchasing process of software applications/systems?

(3 marks)

Continued.....

c. A large number of mergers over the past two decades have failed to achieve the forecasted business benefits of the merger. Develop an argument for why poor IT project management could contribute to this type of failure.

(4 marks)

Question No. 6

a. Why has the IS leadership role in organizations become so important?

(3 marks)

Continued.....

b. What circumstances might lead an entire organization (or business unit) with a federal IT governance design to change to a centralized IT governance design?
(3 marks)

c. Explain the difference between a copyright and a patent on a computer program.
(4 marks)

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